



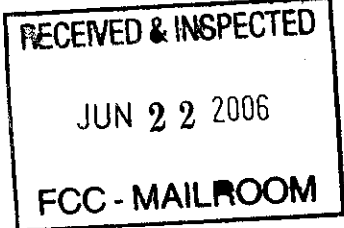
MINNESOTA
DEPARTMENT OF
COMMERCE

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June 20, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington D.C. 20554



Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), and pursuant 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log summary for the 12-month period commencing on June 1, 2005, and ending on May 31, 2006.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint summary, which includes complaints received between June 1, 2005 and May 31, 2006, with the complaint tracking number, date of complaint, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report include all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's traditional call volume (including Speech-to-Speech and Spanish) totaled 837,592 calls during the period of June 1, 2005 through May 31, 2006. Minnesota Relay received 78 complaints (*less than 1 percent*) on traditional TRS calls during this reporting period. Out of the 78 complaints that were filed, 75 were timely resolved during this reporting period. Three (3) complaints were unresolved after 180 days and, in accordance with 47 C.F.R § 64.604 (c) (6) (iii), DOC-TAM subsequently

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Market Assurance: 1.800.657.3602
Energy Information: 1.800.657.3710
www.commerce.state.mn.us

Licensing: 1.800.657.3978
Unclaimed Property: 1.800.925.5668
An Equal Opportunity Employer

escalated these complaints to the Federal Communications Commission for action (see ticket #s K649636976, K649634839, and K649668482).

Minnesota Relay's CapTel call volume totaled 193,784 calls during the period of June 1, 2005 through May 31, 2006. A total of 16 CapTel complaints (*less than 1 percent*) were filed during this reporting period and all were timely resolved.

Please find one original and four copies of Minnesota's TRS Annual Consumer Complaint Log summary, as well as one copy on electronic disk (3.5 inch diskette), enclosed in this mailing. In addition, an electronic copy has been submitted via e-mail to Pam Gregory.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Administrator
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cc: Dr. Burl Haar, MPUC Executive Director
Lillian Brion, MPUC
Pam Gregory, FCC Consumer & Governmental Affairs Bureau



Minnesota Relay Complaints by Category June 2005 - May 2006

| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | Percent |
|-----------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| SERVICE COMPLAINTS | | | | | | | | | | | | | | |
| #00 Answer Wait Time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #01 Dial Out Time | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 8% |
| #02 Didn't Follow Database Instructions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #03 Didn't Follow Customer Instructions | 8 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 11 | 22% |
| #04 Didn't Keep Customer Informed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2% |
| #05 Agent Disconnected Caller | 3 | 8 | 1 | 2 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 16 | 32% |
| #06 Poor Spelling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #07 Typing Speed/Accuracy | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 4% |
| #08 Poor Voice Tone | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #09 Everything Relayed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 2% |
| #10 HCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #11 VCO Procedures Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 4% |
| #12 Two-Line VCO Procedure Not Followed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2% |
| #13 Background Noise Not Typed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #14 Feelings Not Described | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2% |
| #15 Recording Feature Not Used | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #16 Noise in Center | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #17 Agent Was Rude | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 5 | 12% |
| #18 Problem Answer Machine | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #19 Spanish Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #20 Speech to Speech | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #21 Other Problem Type Complaint | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 5 | 10% |
| Sub-Total | 11 | 7 | 1 | 5 | 2 | 3 | 1 | 7 | 4 | 3 | 4 | 2 | 50 | |

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|-------------------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|----|-----|
| TECHNICAL COMPLAINTS | | | | | | | | | | | | | | |
| #22 Lost Branding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #23 Charged for Local Call | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #24 Trouble Linking Up | 0 | 0 | 1 | 1 | 4 | 2 | 1 | 1 | 1 | 1 | 0 | 2 | 14 | 41% |
| #25 Line Disconnected | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 6 | 18% |
| #26 Garbled Message | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 10 | 29% |
| #27 Database Not Available | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #28 Split Screen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #29 Other Technical Type Complaint | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 4 | 12% |
| #57 Caller ID | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #58 Regional 800 Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #59 Transmission (Can't hear or be heard) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| Sub-Total | 4 | 1 | 3 | 1 | 5 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 34 | |

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|------------------------|---|---|---|---|---|---|---|---|---|---|---|---|----|-----|
| MISC COMPLAINTS | | | | | | | | | | | | | | |
| #30 Rates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #31 OSD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #32 No 900 Number | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #33 Carrier of Choice | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 1 | 2 | 1 | 1 | 9 | 90% |
| #34 Network Recording | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| #35 Other | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 10% |
| Sub-Total | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 0 | 1 | 2 | 1 | 1 | 10 | |

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|-------------------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|--|
| TOTAL COMPLAINTS | 15 | 8 | 5 | 6 | 8 | 6 | 5 | 9 | 8 | 6 | 8 | 6 | 94 | |
|-------------------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|--|

Minnesota Relay Customer Complaints for June 1, 2005 through May 31 2006

Total Complaints: 94

| Tracking Number | Date of Complaint | CA Identification Number | Category Number of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-----------------|-------------------|--------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| K646904463 | 06/01/05 | NA | #26 | CapTel user. Sound Quality - Static. | 06/01/05 | Advised contacting phone company to upgrade quality of phone line. Customer provided with suggestions to lessen static in subsequent contact. |
| K646220454 | 06/02/05 | 1789F | #03 | CA didn't follow billing instructions. Thanked caller for feedback. No call back needed. | 06/02/05 | CA did not work on this day. Cannot follow up with correct CA. Contact closed. |
| K646220591 | 06/02/05 | 1432F | #03 | CA didn't follow billing instructions. Thanked caller for feedback. No call back needed. | 06/02/05 | Supervisor discussed with CA. CA said there haven't been any calls like this. If unsure of how to handle a call, the CA always calls a supervisor over to assist. Unknown billing type, so supervisor not able to coach on specific call type. |
| K646221911 | 06/03/05 | 1840F | #05 | The customer stated that at 7:45 pm (6/2/05), she placed a call and the outbound person was then connected. As she was typing she got disconnected. Apologized to the customer for the inconvenience and assured that CA will be followed up with. No customer follow up necessary. | 06/03/05 | Followed up with this CA. CA denied ever disconnecting on the customer nor did CA have any calls drop. CA was coached. |
| K646229792 | 06/07/05 | 1534F | #21 | A TTY customer called to complain that the CA gave him the wrong number for Federal Relay. The CA gave him the number as 800-877-0996. Apologized for inconvenience. Follow-up by supervisor requested. | 06/07/05 | To date, each time I call, I either get a ring with no answer no machine, or a busy signal. When this consumer has had issues in the past, we were never able to contact him even after mailing him a letter. I will continue to try. Was able to connect with consumer on 6-15-05 and let him vent. Issue resolved. |

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| | | | | Supervisor was assisting this CA with call processing and Supervisor instructed the CA to provide proper Federal Relay number 1-800-877-8339. Supervisor can verify that the CA provided the correct number to the customer. | | |
| K646231716 | 06/08/05 | 1204F | #03 | TTY user stated she gave the CA the number to call interpreter from SVR so she could call her deaf friend. The TTY user says the CA replied that she will not be able to do that and is not allowed to do that. The TTY user told CA she can process TTY-SVR calls. I asked her what she meant by SVR and I believe she was referring to video relay service. I told her complaint had been documented. Customer wants follow up via e-mail. | 06/08/05 | TRS CAs are not allowed to relay to other relay agencies such as SVR. E-mailed customer information about relay policy. |
| K646232387 | 06/08/05 | 1773M | #07 | Customer Complaint: This CA was typing extremely inaccurately, missing entire parts of words so it was hard to read what was being typed. Had to decipher those codes. For example: "THE COLLOCUTO R SAYS: I ND TO PUT YO ON HLD THN WE WIL CNTINU OR CNVRSATON." Skills seem below average. Customer Service Response: Apologized for the inconvenience and told him the report would be sent to the call center supervisor. No follow up requested. | 06/08/05 | CA was coached on importance of typing accuracy. |
| K646235890 | 06/09/05 | 8541F | #05 | A complaint was made regarding CA 8541F. The customer stated that CA hung up on him before he had finished his call. | 06/16/05 | Met with CA and discussed proper procedures and to not hang up on customers. |

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| K646236685 | 06/10/05 | 1673 | #26 | <p>TTY customer receiving a call from Minnesota Relay with CA 1673. During the call the typing started going real fast and was garbled. Customer Service apologized for the problem and offered to put a slower typing speed in the customers notes. Customer believes it is a relay issue. Customer would like to be contacted only if there is an answer to why this happened.</p> <p>Called customer on August 30 at 10:55 a.m. and left a message asking customer to call back.</p> | 08/31/05 | Customer called me back and stated it has been working recently, but it seems to happen only when he receives incoming relay calls every now and then. He is happy with the way it has been working out and will let us know if it happens again. He thanked me for calling him to follow up on this. |
| K646241552 | 06/13/05 | 2066M | #05 | <p>Caller was calling Target and CA hung up on TTY. No follow up requested.</p> | 06/13/05 | Supervisor met with CA, does not remember call. CA is aware of consequences of disconnecting. No follow-up requested. |
| K646293599 | 06/21/05 | 8624F | #03 | <p>STS customer unable to complete call through MN STS; CA would not process local call from payphone. CA stated the call must be collect. CA would not request supervisor & CA advised customer that she was handling call. Customer was able to process the same call in past but today the CA would not process (checked CIS to confirm call was local and it relay user was calling from payphone with appropriate info digits). Customer stated that CA may have question his need for STS, but CA did not say that customer stutters occasionally when under pressure. Advised customer that a complaint would be filed. Customer requests follow-up contact.</p> | 06/23/05 | Coached CA to process local calls coming from pay phone and to be sure to bring a supervisor upon customer's request. Attempted to reach customer via phone three times (7:36 pm, 7:47 pm, and 8:10 pm) on 6/23. |
| K646296692 | 06/22/05 | 1800F | #25 | <p>Customer states that their call was disconnected right in the middle of the conversation. They were calling from Pacifica California to MN at approximately 4:00 pm. No call back requested.</p> | 06/23/05 | Spoke with CA. Not enough information for her to remember the call but said she didn't disconnect anyone. Sounds like a dropped call. |

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| K646297088 | 06/23/05 | 1416F | #03 | VCO customer requested CA call VCO to TTY. CA advised that relay does not process that type of call. Apologized for problem encountered and advised complaint would be forwarded to supervisor regarding this issue. Customer did not request follow-up contact. | 06/23/05 | Supervisor assisted on the call and the VCO user was requesting to leave a message on a TTY answering machine. The CA was coached by supervisor to type "Relay is not able to process VCO to TTY answering machine." CA followed proper protocol. |
| K646297167 | 06/23/05 | 1480M | #03 | VCO customer requested CA call VCO to TTY CA advised Relay does not process that type of call (apologized for problem encountered advised complaint would be sent to supervisor regarding this issue) Customer did not request contact. | 06/23/05 | CA stated VCO customer had only requested the number for customer service because nobody would connect her to TTY. CA gave the customer service number to the customer and then customer disconnected. No number was ever given for CA to dial. |
| K646305070 | 06/27/05 | 1282M | #01 | Customer states that this CA is very slow to respond to his request. CA took one minute to dial out his call. | 06/29/05 | Wrote an apology letter to consumer inviting him to call CRO when he has an issue in the future. This CA did not remember this particular call but was a new CA and could have been a bit slow on the dial out. CA is aware that if there are questions on how to process a call they should ask for assistance. |
| K646905558 | 06/28/05 | NA | #26 | CapTel User. Sound Quality - Static. | 06/28/05 | After initial troubleshooting, advised customer to contact telephone company to verify quality of phone line. |
| K646903977 | 06/29/05 | NA | #45 | Phone quality issue. | 06/29/05 | Customer contacting local phone company to check phone line quality. |
| K646872061 | 07/06/05 | 1772F | #03 | Customer requested CA to dial number and enter extension. CA said there was no option to enter the extension based on the information from the recording. Customer asked for redial and said CA skipped part of recording or would have found the option. | 07/06/05 | CA said it may have been a bad connection as the recording was hard to hear the first time or may have missed info when using end return. CA knows procedures and was coached on following customer instructions. |

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| K646889970 | 07/13/05 | 1655M | #05 | Call came in at 6:50 pm stating CA 1655M transferred to Sprint even though not requested to, therefore hanging up. Thanked customer for feedback and will forward to appropriate center for follow up. No call back needed. | 07/13/05 | The call was not transferred by that CA. I as a supervisor had gotten on the line after the inbound requested a supervisor because a CA would not verify the time for him. After I got on the line the inbound began a conversation unrelated to relay and I told him that the CA is not allowed to participate in conversation and that unless he was wanting to place a call I was going to need to disconnect. He continued to have conversation unrelated to relay so I transferred to customer service. Caller called back and continued same thing with other CA's so I continued to transfer him to customer service. |
| K646890419 | 07/13/05 | 1459M | #05 | Stated CA 1459M was polite at first but then hung up at 6:35 pm. Did not type GA to SK but rather hung up. Thanked customer for feedback and will talk to the CA. No call back needed. | 07/13/05 | This is the same customer as contact K646889970. Same issue. I was the one who transferred to customer service after the caller requested a supervisor. The inbound started out complaining that a CA would not verify the time and then continued with conversation not related to relay. I have informed this customer a number of times that the relay CAs are not allowed to participate in personal conversation. I did type to the inbound that I was going to be disconnecting due to no number to dial but inbound types over you each time you attempt to respond so might not have been able to read my reply. |
| K646918871 | 07/27/05 | 8639M | #05 | TTY customer stated that at approximately 2:30 am, CA 8639M hung up on him and disconnected the call. No further information was provided. Apologized to the customer and assured that this will be forwarded to appropriate supervisor for a follow up with the CA. No customer follow up necessary. | 08/01/05 | The CA was no longer employed as of the date this ticket was created. Therefore this ticket is officially closed. |

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| K646918790 | 07/27/05 | 8630F | #05 | <p>TTY customer stated that at approximately 2:30 am (7/27/05) CA 8630F hung up on him and disconnected his call. He did not provide any further information. Apologized for the inconvenience and assured the customer this would be forwarded to appropriate supervisor for a follow up with this CA. No follow up necessary.</p> <p>CA was working as AIC. The call was disconnected due to lack of response by the TTY customer. CA/AIC waited three minutes, typed the disconnect message to the nonresponsive customer, disconnected the call and immediately logged same in disconnect log as per policy.</p> | 07/27/05 | CA was working as AIC. The call was disconnected due to lack of response by the TTY customer. CA/AIC waited three minutes, typed the disconnect message to the nonresponsive customer, disconnected the call and immediately logged same in disconnect log as per policy. |
| K646920423 | 07/28/05 | 1536F | #05 | <p>TTY customer states that CA 1536F did not reply with "GA" and the person they call hung up from Relay. Customer service apologized to the customer. Customer would like follow up via telephone.</p> <p>Met with CA who remembers a couple of calls that ended abruptly. Did remember an incoming TTY call that "just stopped" when it first came in. Appears to maybe be a technical issue. When I called the TTY customer, they informed me that someone had already called them about this issue and it was resolved.</p> | 07/28/05 | I reminded the CA that if a call appears to end abruptly to inform the supervisor on duty about possible technical problems. Since the TTY customer stated that someone had already called them and resolved the problem, no further action was taken. |
| K646923292 | 07/30/05 | 1278F | #05 | "I want this CA to stop hanging up on me!" Apologized and said the supervisor would meet with this CA and send a follow up letter. | 08/01/05 | Contacted consumer as requested (sent letter). This consumer frequently complains and harasses (swears at them, calls us names) the center staff as well as CRO staff. |
| K646926447 | 08/01/05 | NA | #24 | Calls relay from home and gets TTY tones. Said this happened to her once in the past. | 08/01/05 | Periodic dual-user house hold. Explained how to handle this situation. |

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| K646928643 | 08/01/05 | 1289 | #05 | Customer was upset that CA hung up on him when he was still typing. Customer asked me (supervisor) to speak to CA. I told customer that I would speak with CA as soon as possible. CA admitted hanging up on the customer saying he did so because customer was rude and swearing at him. | 08/01/05 | Met with CA. CA did admit hanging up on person. I told him that it was a very serious offense to hang up on customers and when customers get verbally abusive he should always put up his red cup and let customer know he is calling for a supervisor. HR was called and appropriate action was taken. |
| K648332015 | 08/16/05 | NA | #25 | CapTel User: Disconnect/Reconnect during calls | 08/18/05 | Advised customer to unplug old rotary phone to see if signal quality improves and suggested customer call telephone provider for data-call line quality check. |
| K648332891 | 08/22/05 | NA | #25 | CapTel User: Disconnect/Reconnect during calls | 08/25/05 | Customer contacted phone company to report the problem and the phone company informed him that there was something wrong with the switching station. Problem has been resolved and customer experienced no further problems. |
| K649636976 | 08/23/05 | NA | #33 | Relay user requested Comcast as their long distance carrier for relay calls; Comcast not available as a COC. | 05/17/06 | 1/13/2006. Comcast is working on set-up so that they are available as a COC in MN. Information forwarded to Sprint. This complaint has been unresolved for more than 180 days. As such, it was forwarded to the FCC on April 25, 2006. 6/5/06: I left a TTY message for customer letting her know that Comcast is working on the implementation. 6/6/06: Left another message letting her know that Comcast will be in our July 20th release and then she will be able to bill her calls to Comcast. Asked her to call me if any questions. |

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| K648145991 | 09/03/05 | 1098F | #17 | CA was extremely rude. She got totally involved in the call. She interrupted the voice person. She did not type verbatim - the voice person had to ask the CA to please type what she was saying to the TTY user. The CA also did not know that relay can process TTY to TTY calls. Thanked caller. No follow-up needed. | 09/03/05 | No CA with that ID number. |
| K648291362 | 09/09/05 | 8165 | #21 | STS customer states that the CA did a great job but he was unable to hear. The CA kept fading in and out and the STS person could not hear the out-going person. Caller thinks the CA is having technical problems with the headset. Apologized. Follow-up requested. | 09/09/05 | Unable to reach customer. Technical problem with the CA's headset. |
| K648297456 | 09/13/05 | 8924F | #17 | Voice caller said that approximately 9:00 or 9:30 am this morning, she received a call from a TTY customer handled by CA 8924F. Caller described the CA as "extremely rude" and even went so far as to say that the CA argued with her about a doctor's name. The caller said that the CA announced the call so fast that she was not able to get the CA's number and did not ask if she had received a relay call before. This customer asked the CA to repeat her CA number, which at first she didn't do but later did give out. I apologized for the rudeness of the CA and asked if the caller wanted a call back after the CA is met with. The caller said no and thanked me for taking down the complaint. | 09/13/05 | While this ticket has brought to our attention, unfortunately we do not have any of our CAs currently assigned to the above mentioned ID number. Therefore we cannot meet and coach with the CA in question. |

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| K648328881 | 09/14/05 | 1371F | #05 | Supervisor hung up on me. Thanked caller. Caller would like follow up. | 09/14/05 | Met with supervisor. Supervisor said customer asked for live rep. Listened to recording and there was no option. Customer was adamant that live person be contacted and began extreme verbal abuse to supervisor. Supervisor asked repeatedly for number to dial and customer did not provide one. Supervisor did inform customer that without a number to dial call would be disconnected. Customer refused to give a number to dial and wanted to engage in conversation with CA and did not want supervisor intervention. Supervisor again informed customer call would be disconnected. No number was given and supervisor disconnected call. |
| K648356010 | 09/22/05 | NA | #24 | One of the teachers in the school system is trying to call relay to contact a deaf parent and gets tones when she calls the center. | 09/22/05 | Explained connectivity issues between PBX and our platform, and explained work around. Apologized. |
| K648426059 | 09/29/05 | 8237 | #05 | Had a call disconnect during call. Afraid CA cut off by storm or hit a wrong key by accident. Customer was not upset, just concerned. Thanked caller for feedback. No follow-up needed. | 09/30/05 | Spoke to CA and she stated she did not recall anything like that taking place. There was however a technical problem where a whole set of pods went out while CA was sitting there. It most likely was due to the storm and loss of power. |
| K648968179 | 10/17/05 | NA | #24 | Consumer is hearing, calling into relay from home and gets TTY tones. | 10/17/05 | Explained how to brand voice after I determined she is the only consumer calling from that number. |
| K648973717 | 10/19/05 | NA | #24 | Calling deaf client from work; hears TTY tones. | 10/19/05 | On VOIP system, explained to wait for CA to respond via voice, and explained why it is occurring. Offered presentation. |
| K648974857 | 10/19/05 | NA | #24 | Calls into relay from work, hears tones. | 10/19/05 | Explained PBX issues and the work around, apologized, offered presentation. |

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| K649004364 | 10/25/05 | 3115F | #29 | A MN VCO customer is getting a call block recording when calling through relay to their mother. Customer has attempted to place this call for the last 3 days and keeps getting this recording. When dialing straight through without relay they do not get the recording. Customer's mother does not have a call block service on the phone line and star 82 has not put the VCO customer through either. RCS apologized to this customer and turned in Trouble Ticket # 628114. Contact only if necessary. | 10/25/05 | Wrong assignment to AM. Customer did not leave contact number for follow-up. Ticket closed. |
| K649015152 | 10/28/05 | NA | #24 | Calls relay from work and hears tones. | 10/28/05 | Calling from PBX, explained and apologized. |
| K649017419 | 10/31/05 | 6235F | #01 | TTY customer stated that the CA did not dial out her number. Waited for the call to begin, but nothing happened. Apologized to the customer. No follow-up requested. | 10/31/05 | CA vaguely remembered a call from a customer in Minnesota, but couldn't recall any problems. Reviewed procedures with CA. |
| K649021363 | 10/31/05 | 1887M | #05 | VCO customer said he gave the number for the CA to dial and he was disconnected. I apologized and told him I would follow up with the CA. No customer follow up requested | 10/31/05 | CA had informed me before the VCO customer called in that he had accidentally disconnected a customer when he hit the wrong function key. Coached CA on being careful to always use appropriate function keys |
| K649634839 | 11/03/05 | NA | #33 | Relay user requested CP Telecom as their long distance carrier for relay calls; CP Telecom not available as a COC. | Open | Gathered information about the LEC; contacted the LEC via e-mail, cc-ed Sprint. No one has contacted me back. CP's Director of Legal and Regulator Compliance responded to my e-mail and will provide anything we need. I acknowledged her e-mail, and forwarded to Sprint so paperwork can be sent to them. |

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| | | | | | | <p>Contacted CP Telecom that they need to implement CP as the COC for the admin lines at the St. Louis County Jail since they are already providing service for the admin lines. CP Telecom stated they don't feel they should have to provide service because "they only provide LD for business of a certain size in certain areas." Reiterated via e-mail that they still need to implement. CP Telecom stated they are trying to get one of the LD carriers they work with implemented to make sure the jail admin lines have LD thru CP Telecom.</p> <p>This complaint has been unresolved for 180 days. As such, it was forwarded to the FCC on May 4, 2006.</p> <p>6/2/2006: I spoke with CP Telecom and they stated that they have successfully tested with Global Crossing and are waiting for them to get the numbers provisioned in their switches. After that is completed, CP Telecom will submit the carrier of choice paperwork and then it will be implemented sometime after that. I called the customer to give him an update and his voice mail said he is not available until June 14th, so I left him a message with the status and asked him to call me if he had questions.</p> |
| K649634997 | 11/08/05 | NA | #24 | Hearing person trying to call relay from work; hears tones. | 11/08/05 | Explained PBX and how to connect with relay. |
| K649637051 | 11/09/05 | NA | #33 | Relay user requested Onvoy as their long distance carrier for relay calls; Onvoy is not available as a COC. | 03/16/06 | <p>Working with Sprint and Onvoy to get a Billing & Collection and COC Authorization letter on file for the relay.</p> <p>Onvoy and Qwest are working with one another to get issues resolved before Sprint is able to implement Onvoy as a COC.</p> <p>Onvoy available as a COC effective March 16, 2006.</p> |

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| K649647240 | 11/13/05 | 5236 | #01 | On 11/10/2005 customer gave CA number to dial, but CA never dialed the number, just sat there with no response. Thanked caller. No follow-up needed. | 11/13/05 | CA does not remember call. CA coached to always respond to callers and dial quickly and efficiently. |
| K6410262734 | 11/14/05 | NA | #07 | CapTel User. Captions lag too far behind voice. | 11/14/05 | Apologized for incidence. Customer shared feedback regarding accuracy of captions and captioning speed. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. |
| K649649372 | 11/14/05 | NA | #24 | Customer Complaint: Caller reported that on 11/14/05 from 8:15 a.m. to 10:00 a.m. they have been unable to connect to a relay CA, getting only a busy signal. Also reported that all last week they had difficulty connecting to CA. Stated that they depend totally on the relay service and it is hard to understand how it could be busy for so long because she is lost without it. Customer Service Response: Apologized for the inconvenience and asked caller to hold while checked the traffic panel. Informed her that at the present time Minnesota Relay center had available CAs to handle calls, but that call traffic was heavy in other centers this morning. No follow up requested. | 11/14/05 | Customer did not request a follow up. |
| K649660082 | 11/16/05 | NA | #29 | Comcast tech states their business installed a new switch, and all U.S. carriers should have the information. Tech states Sprint has not populated local number portability. Assured tech his information will be entered on a service ticket. Trouble Ticket 736040. Follow up requested. | 11/16/05 | Technician identified the problem not be relay related but Sprint network, which is out of the scope. Technician attempted to assist the Comcast technician through different channels without success. Technician not able to resolve and closed the trouble ticket. |

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| K6410263750 | 11/18/05 | NA | #21 | CapTel User. Voice user unable to connect to CapTel Service Number. | 11/18/05 | Conducted test call to CapTel user to assess incoming captioned call connection. All was successful. Incidence appears to be with one call. Now all is well. |
| K649668482 | 11/21/05 | NA | #33 | Relay user requested to use Frontier as their long distance carrier for relay calls; Frontier is not available as a COC. | Open | <p>Sprint has been forwarded all information to get this LEC on the MN COC list; waiting for implementation.</p> <p>Called Frontier on 2/12/06 to find out who the letter about COC should be sent to. Sent letter to Frontier on 2/13/06.</p> <p>Sent a follow up e-mail to Frontier on 3/23/06 as I had not heard from them.</p> <p>Sent Frontier another e-mail on 4/11/06 as they has not responded to e-mails requesting a status.</p> <p>On 4/27/06, I received an e-mail from the Carrier Account Manager for Frontier letting me know that he would be working with me to resolve this. I told him we would be happy to set up a conference call to discuss it.</p> <p>On 5/1/06, Frontier's Carrier Account Manager sent me an e-mail with several questions after reading the letter I sent him. On 5/9/06, I sent him a meeting maker for a conference call on 5/12/06 to talk with our Program Manager and engineers.</p> <p>On 5/9/06, Frontier told Sprint that the customer can make calls through Minnesota Relay and have their calls go through Global Crossing as it is Frontier's underlying carrier. Frontier and Global Crossing have an agreement for this.</p> |

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| | | | | | | <p>On 5/12/06, Sprint had a conference call with several people from Frontier to answer their questions on TRS and what is needed to set up COC. They will work on this. I spoke with Frontier on 5/17/06 to make sure they had what they needed to work on the implementation of COC. They said they were working on it.</p> <p>This complaint has been unresolved for 180 days. As such, it was forwarded to the FCC on May 23, 2006.</p> <p>6/1/06: I called to let the customer know that it was being worked on, but he can use Global Crossing in the meantime. His son said he was in the hospital and asked that I call back at another time. 6/16/06: Called to speak with the customer, but they hung up on me.</p> |
| K6410800275 | 12/02/05 | NA | #07 | CapTel user. Accuracy of captions. | 12/02/05 | Apologized for incidence and shared with caller feedback regarding accuracy of captions and captioning speed. CSR thanked customer's caller for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. |
| K6410265523 | 12/11/05 | 7602 | #35 | Customer explained that she cannot reach her parents through Relay. The problem started two weeks ago. Apologized. Customer will check back with Relay Customer Service for resolution. Trouble Ticket 854787 was opened. No follow up. | 12/11/05 | Reassigned to the appropriate Account Manager. |
| K6410801688 | 12/16/05 | NA | #25 | CapTel user. Disconnect/Reconnect during calls. | 12/19/05 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent e-mail with tips to reduce their occurrence. |

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| K6410282335 | 12/19/05 | NA | #24 | Calls into relay from work, hears tones. | 12/19/05 | Explained PBX and how to work around the tones & offered relay presentation. Apologized. |
| K6410282715 | 12/19/05 | 1213F | #26 | Garbling problem for TTY person when receiving call from a voice. Apologized for problem and opened Trouble Ticket # 895121. Follow-up necessary for problem resolution. | 12/19/05 | Called and left messages on 5/26 at 10:40 AM, 5/26 at 3:30 PM and 5/31 at 10:00 a.m. Left my contact information asking customer to call me back. Never heard back from her, so ticket was closed. |
| K6410304086 | 01/01/06 | NA | #11 | Customer's son called to report trouble getting VCO service using new phone. New phone is Ameriphone supplied by Minnesota TED Program. | 01/01/06 | CA branded caller VCO and provided appropriate access numbers for MN. From Roxanne in MA: CA # is our CA who was covering Sprint CS and took the call. He entered his CA # in error in CA Field. Reassigning to MN. Explained CapTel, consumer wants info, mailed info and explained he can trade in his VCO state-owned phone for a CapTel, explained how. In the meantime, I explained how to use VCO direct so his calls go through. |
| K6410305618 | 01/03/06 | 1409F | #04 | TTY customer reports CA did not keep her informed that live person was not reached. Customer could not understand what was typed. Customer requested interpreter. Apologized for problem encountered. Customer did not provide all details necessary of problem reporting Customer expected CA to provide interpreter via Relay when requested. Customer requests contact to further discuss this issue. | 01/10/06 | I tried calling consumer, and left messages, she has not returned my call so ticket was closed. |

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| K6410308374 | 01/03/06 | 2039 | #03 | Customer was upset -- gave CA a pizza order before the phone number was dialed out. CA then typed the outbound's response (greeting). Customer asked CA to relay order, CA said "No longer have that info." Apologized to customer, would be forwarded to the CAs TL for follow up. | 01/03/06 | Supervisor met with CA who remembered this call. Stated voice (outbound) had not received a relay call before so she explained relay and sent macro to let the inbound know she was explaining and then sent GA. She stated she did not go back to that info before the call was placed in fear of breaking transparency. Supervisor coached the CA on the importance of following customers instructions and coached the CA on the proper procedures when handling this type of call. CA understands. No customer contact information given and no follow-up requested. |
| K6410792195 | 01/05/06 | NA | #11 | Telephone Equipment Distribution Program specialist was at a consumer's home changing her equipment from a TTY to a VCO phone. Each time they did a test call, the hearing person could not hear the VCO consumer. | 01/05/06 | Provided VCO direct number and explained how it works. |
| K6410809348 | 01/13/06 | NA | #24 | Consumer calling relay from work; heard TTY tones. | 01/13/06 | Apologized, explained PBX and how to make sure her call works. |
| K6411411358 | 01/24/06 | NA | #26 | CapTel user. Captions - dropped characters/garbled text. | 01/24/06 | Provided customer with suggestions for optimal CapTel phone use on DSL. |
| K6410839091 | 01/26/06 | 2072 | #14 | Inbound asked for descriptive voice tone after outbound disconnected. CA did not respond and disconnected. | 01/26/06 | CA coached to always include descriptive voice tone when appropriate. CA states ALT 0 macro was sent and there was no response from inbound. CA states inbound disconnected. CA is aware not to disconnect any call. Followed up with customer as requested. |
| K6410838870 | 01/26/06 | 1397F | #05 | TTY user complained that CA hung up on them after they maybe had an attitude problem with the CA. Apologized, explained I will let the relay supervisor know this for follow up with CA. No contact requested. | 01/26/06 | Followed up with this CA and according to this CA she would not disconnect on the customer and does not recall having to deal with any difficult customer. CA was coached on proper disconnection procedure regardless. |

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| K6410841861 | 01/28/06 | 1472F | #05 | Customer said CA hung up on them. After the call was completed CA typed "bye GA to SKSK". Customer said they waited and then typed "hello" and there was no response. Occurred about 4:25 pm. Apologized to customer and said the CA would be met with. | 01/28/06 | CA does not remember call. CA demonstrated proper knowledge on disconnection process of a call. |
| K6410848683 | 02/01/06 | 2124F | #17 | Voice customer received Relay call and reports CA was rude when relaying message the TTY customer ordered parts and when there was a long pause the voice customer asked CA to read the part number the CA was rude and said there wasn't any part number and they could only read what was being typed. Voice customer has used Relay many times and knows how Relay service works. Voice user stated the TTY customer would be upset if they knew how the Relay CA is processing the calls and being rude to the caller. Apologized for the problem encountered and advised complaint would be forwarded to supervisor. Customer requests follow-up contact. | 02/10/06 | CA followed call procedure but was coached to make sure she watches her voice tone. Contacted customer via phone on 3/1/2006 at 9:00 a.m. and explained CA followed procedure by only giving information given by TTY customer. CA has been coached on proper voice tone. Customer seemed satisfied. |
| K6410858117 | 02/04/06 | 1811M | #05 | Customer was concerned that he was hung up on and wondered if call was disconnected because there was no one to take the call. Customer stated call did reach CA and number to dial was given, but received no response. After waiting and typing GA three times, customer's call was disconnected. Supervisor told customer this situation would be looked into. Customer did not request response. | 02/04/06 | Met with CA and CA did not recall any problems with customers or technical issues. CA knows never to hang up on a customer. |

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| K6411416366 | 02/13/06 | 1301 | #09 | CA 1301 does not type recording verbatim. Typed last sentence of recording five times and does not think recording repeated same sentence five times. Also, does not use GA or SK at end of typing. Apologized to customer. | 02/13/06 | CA 1301 was not working at the time of the incident reported. No further action taken. |
| K6411948576 | 02/20/06 | NA | #24 | CapTel user. Inability for CapTel unit to reach data toll free #. | 02/20/06 | Technical Support made an adjustment to customize call out for this customer in a nursing facility and enable outbound captioned calling. |
| K6411441235 | 02/24/06 | 8395 | #17 | Customer said CA was rude. Customer was on a call with a VCO at about 5:15 PM CST. Customer said everything the CA said was rude. Customer had asked CA to "please don't treat me this way. Please don't be so rude." At end of call, when customer had asked for CA's name, CA gave ID number and disconnected. Apologized for inconvenience and said contact would be filed and forwarded. | 02/24/06 | CA remembered this call. She had relieved a previous CA who was constantly pacing and interrupting the customer the whole time that this CA was observing for relief. When she relieved her, the Inbound voice was very upset and wanted CA numbers as soon as the other CA logged off. CA was only on the call for 3 minutes and had a supervisor come over to observe and take note of a difficult situation. At that point CA number was given and Inbound voice made a comment and hung up. Supervisor 8437 witnessed the situation. |
| K6411952346 | 02/27/06 | NA | #33 | Billing - General | 02/27/06 | Customer directed to contact Sprint customer service regarding blockage of long distance calls. |
| K6411957731 | 02/27/06 | NA | #25 | CapTel user. Disconnect/Reconnect during calls. | 02/28/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent e-mail with tips to reduce their occurrence. |
| K6411957878 | 02/27/06 | NA | #26 | CapTel user. Captions - dropped characters/garbled text. | 02/28/06 | Sent e-mail explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line. |

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| K6412580989 | 03/10/06 | NA | #26 | CapTel user. Captions - dropped characters/garbled text. | 03/10/06 | Sent e-mail explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line. |
| K6412591531 | 03/15/06 | NA | #29 | CapTel user. Dialing Issue - Unable to dial regional 800 number. | 03/15/06 | Technical support set regional toll-free number equal to its equivalent toll number. |
| K6411973011 | 03/16/06 | NA | #33 | Gardonville is DBA with Onvoy; Onvoy was not on the MN COC list. | 03/16/06 | Onvoy and Gardonville were implemented on the MN COC list on March 16, 2006. |
| K6411973184 | 03/16/06 | NA | #33 | Phone calls to relay not working. | 03/16/06 | Found out she has Frontier as her LEC and they are not on the MN COC list. Sprint is currently working with them to become a part of our list, but implementation has not yet occurred. Customer decided to change to Sprint so she wanted this issue closed. |
| K6411973758 | 03/16/06 | 1840F | #03 | The customer called into the relay service and told the CA to dial a number and then if an answering machine was reached, the customer requested a specific department to leave the message. The CA dialed the number, sent the Ans Mach and then just sent Beep for the customer to leave a message. The customer was upset about the fact that she had asked for a specific department to leave a message and was not able to do so. | 03/16/06 | CA was met with. CA remembered call and said the customer was informed the correct department had been reached by putting the department name in parenthesis. CA demonstrated proper procedure. |
| K6411976659 | 03/18/06 | 1411F | #03 | Voice customer said that the CA did not follow his instructions. He asked for a specific person and told the CA that the fellow he wanted to speak to could not hear but he could speak (VCO). He said the CA didn't ask for the person he wanted. Apologized to the customer and told him I would follow up with the CA. Customer did not want a call back. | 03/18/06 | CA said that she thought the person he had requested had answered the phone and therefore did not ask for specific person requested. CA was coached. |

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| K6411989018 | 03/24/06 | NA | #24 | Voice caller reported that when placing Minnesota Relay call to her parents, when she gives the CA there number to dial her parents, they connect to another CA. She provided CA ID number so that a trouble ticket could be entered. Customer Service Response: Apologized for the inconvenience and told her I would place test calls from my office and also enter trouble ticket (#1381068 entered 3/24/06). Customer requested follow up from Account Manager. | 03/24/06 | No name or contact information was provided for follow up. Ticket is closed. |
| K6411992436 | 03/27/06 | 1511M | #21 | Hearing customer calling to complain that the CA interrupted her twice to tell her to speak faster and to not pause. The customer was talking about her son who had been diagnosed that morning, she was speaking at a slower rate to make sure her party got all of the info concerning her son. Then at the end of the call after both parties said SK the outbound hearing person asked the CA for his number again and he typed that back to the inbound TTY person. The CA then asked the hearing person to slow down because she was speaking too fast. Customer Service apologized to the customer. Customer would like follow up today. | 03/27/06 | <p>I called her; I used to work with her, she is a former CA who has a very good grasp on what the relay does, and how it works. I don't doubt her assessment of this CA. It appears that CA 1511M may need coaching on how to facilitate a call, and allow people to talk without constant interruptions (unless the CA needs them to slow down). The consumer got upset after being told to talk at a normal rate, and then being told to slow down. CA needs to be followed up with. Complaint forwarded to center trainer.</p> <p>CA is required to type everything that is heard, including when voice asks for CA's ID number. CA is allowed to inform voice "you may speak at a normal pace". The CA was coached to use that phrase only once and not to deter much from that statement.</p> |

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| | | | | | | After talking with consumer, she said that she did not want more follow up, she just wanted to share with us what happened. CA was followed up with. |
| K6412007493 | 04/01/06 | 7888 | #26 | TTY user called to complain that when she receives incoming calls she is getting garbling and CA ID number does not show up. CS rep entered Trouble Ticket# 1416652. Customer did not request follow up. | 05/18/06 | <p>Consumer called back and decided she did want follow up. I called on 4-4-06 and reiterated what the Sprint rep told her.</p> <p>Called on 6/1 at 9:00 a.m. and left a message on voice machine, asking her to call me back. Called on 6/1 at 2:15 p.m. and voice person stated it was the wrong number and hung up on me. Called back on 6/1 at 2:30 p.m. to check the number and answering machine picked up. Left another voice message. Ticket is closed.</p> |
| K6412453319 | 04/08/06 | 1436 | #03 | VCO customer states the CA is not following her instructions to not use any abbreviations. Apologized. No follow-up requested. | 04/08/06 | Followed up with this CA. CA remembered this call and stated that she has typed according to her instruction. However, the customer stated that she/he could not read and then was transferred to Customer Service. This incident occurred before the call was placed (possible garbling issue). |
| K6412458136 | 04/10/06 | NA | #29 | Voice user in NE using Minnesota Relay can't get through to customer as Caller ID will not show. Apologized, performed test calls and let customer know relay technicians will check this. Explained relay can not guarantee Caller ID will always show. Entered 1473913 Customer does want contact with resolution. | 04/10/06 | Technicians made test calls with her after making adjustments to the system and the Caller ID was passing with both local and long distance calls. |

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| K6412682943 | 04/17/06 | 1799M | #26 | TTY customer states all her calls are fine except one she gets from OK. It is always garbled. Apologized. No Follow-up requested. Reassigned to CA CMR. Trouble ticket # 1514460. | 04/17/06 | Customer did not request follow up. Ticket is closed. |
| K6412685997 | 04/18/06 | 1218F | #17 | Voice customer complained that the CA was not professional, yawned on the phone, and did not seem interested in handling the call. Apologized to the customer. No follow up requested. | 04/18/06 | No CA with this ID. |
| K6412785154 | 04/20/06 | NA | #21 | CapTel user. Service - General | 04/24/06 | Inbound call technical problem reported at 11:32 a.m. on 4/20/06. The problem was resolved at 1:52 p.m. by CapTel technical support. |
| K6412693470 | 04/23/06 | 2151F | #01 | TTY customer said that he placed a call at about 1:52 pm today. He gave the CA the number to dial with a "GA". He said the CA never dialed out, he waited for some time and finally hung up. Apologized to the customer and thanked him for taking the time to bring this to our attention. I told him a supervisor would follow up with the CA. Customer did not want follow up but did say he would also be writing a letter to Minnesota Relay Consumer Relations Office). | 04/23/06 | CA does not recall this event, however, was coached on the importance of responding in a timely manner. No F/U requested. |
| K6412700593 | 04/27/06 | NA | #33 | Customer requested to use Minnesota Phone Company as their long distance carrier for relay calls. Minnesota Phone Company is not available as a COC in Minnesota. | Open | Complaint came into Sprint and Sprint forwarded to Minnesota Relay Consumer Relations Office (CRO). CRO updated Sprint and on 4-26-06 Sprint informed CRO that they spoke with Minnesota Phone Company and that the COC info was sent. Sprint will follow up with Minnesota Phone Company next week. Sent a follow up e-mail to Minnesota Phone Company today to see if they had any questions regarding the COC letter Sprint sent. |

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| | | | | | | 5/31/2006: Forwarded the COC letter to another rep at Minnesota Phone Company. Waiting to see they want to set up a conference call to discuss the implementation. |
| K6412711668 | 05/02/06 | NA | #33 | Customer requested to use Frontier as their long distance carrier for relay calls. Frontier is not available as a COC in Minnesota. | Open | <p>Sprint currently working with this LEC to implement. I tried to call consumer to update him, but got ring no answer.</p> <p>Will have a conference call with Frontier and Sprint on May 10 to discuss the implementation of Frontier with Minnesota Relay.</p> <p>I spoke with the customer today and he told me that he has been able to make long distance calls with Frontier. It was resolved some time ago. He thanked me for following up with him.</p> <p>Frontier has not been implemented, and it still being worked on.</p> |
| K6412821743 | 05/15/06 | NA | #24 | Wanted relay number because when she called the number she had, she heard tones. | 05/15/06 | She had the correct relay number, she was calling from work on a PBX, explained to call back and explained how the system scrolled and why. |
| K6413935674 | 05/22/06 | NA | #25 | CapTel user. Disconnect/Reconnect during calls. | 06/01/06 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent e-mail with tips to reduce their occurrence. |
| K6413296110 | 05/23/06 | NA | #24 | Hearing person called into relay, heard tones instead of voice answer. | 05/23/06 | Explained, apologized, person did not want further follow up. |

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| K6413296294 | 05/23/06 | 2483F | #12 | A 2 line VCO customer called to say this CA did not properly follow 2 line VCO procedures and even after 4 attempts all of the information from the answering machine were not retrieved. Customer requested a supervisor (did not get the name) and the supervisor was unhelpful. Apologized for inconvenience. Suggested making sure to get the supervisor name along with CA ID next time this occurs. No follow-up requested. | 05/23/06 | This information was turned in prior to complaint by supervisor in charge (Lisa). Lisa stated she walked the CA through proper procedures of 2 line VCO. There were only 3 messages on the answering machine and customer kept insisting there was a 4th. Supervisor stated she listened to the messages herself and there were only 3. The customer then asked to be transferred to customer service. No follow-up requested. |
| K6413302288 | 05/25/06 | 1301F | #17 | Customer stated last night she was talking to her son, a HCO user. After the "GA" the customer made another comment and the CA snapped and said "You cannot speak after you say GA." The customer later asked the CA to tell the HCO to hold if he finished typing before she got back to the phone and the CA repeatedly said "CA has nothing to do with the call." The customer repeatedly asked for the CA ID number and the CA would not give it. At the end of the call the CA provided her CA number. Customer stated that CA put both herself and the HCO user on hold for 5-7 minutes and when she came back on the line, the HCO had hung up. CA was very rude and snotty. | 05/25/06 | Met with CA. Coached CA to give CA number when asked, even while relaying. CA did not feel she was rude. Coached CA to remain calm and pleasant throughout call. |

DOCKET NO. **03-123**

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1 DISKETTE